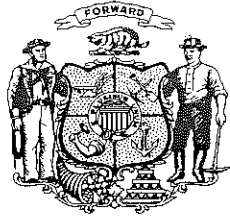


STATE OF WISCONSIN

SENATE CHAIR
MARK MILLER

317 East, State Capitol
P.O. Box 7882
Madison, WI 53707-7882
Phone: (608) 266-9170



ASSEMBLY CHAIR
MARK POCAN

309 East, State Capitol
P.O. Box 8952
Madison, WI 53708-8952
Phone: (608) 266-8570

JOINT COMMITTEE ON FINANCE

MEMORANDUM

To: Members
Joint Committee on Finance

From: Senator Mark Miller
Representative Mark Pocan

Date: November 4, 2010

Re: DHS Report on Management of Milwaukee County Income
Maintenance Programs

Attached is a copy of a report from the Department of Health Services (DHS) documenting its management of the Milwaukee County income maintenance programs, pursuant to Section 9122(5x) of 2009 Act 28 (the 2009 biennial budget act).

Act 28 requires DHS to provide the Joint Committee on Finance copies of all reports which document its management of the Milwaukee County income maintenance programs, that the Department is required to provide to the plaintiffs in the litigation known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

The report is being provided for your information only. No formal action is required by the Committee. Please feel free to contact us if you have any questions.

Attachments

MM:MP:jm

Jim Doyle
Governor

Karen E. Timberlake
Secretary



State of Wisconsin
Department of Health Services

OFFICE OF LEGAL COUNSEL

1 WEST WILSON STREET
P.O. BOX 7850
MADISON WI 53707-7850

TELEPHONE: 608-266-8428
FAX: 608-267-1434
dhs.wisconsin.gov

October 29, 2010

RECEIVED
NOV 04 2010

BY: *St. Financer*

Senator Mark Miller, Co-Chair
Joint Committee on Finance
Room 317 East State Capitol
Madison WI 53702

Representative Mark Pocan, Co-Chair
Joint Committee on Finance
Room 309 East State Capitol
Madison WI 53703

Dear Senator Miller and Representative Pocan:

Section 9122(5x) of 2009 Act 28 requires the Department of Health Services to provide the Joint Committee on Finance copies of all reports documenting its management of the Milwaukee County income maintenance programs that the Department is required to provide to the plaintiffs in the litigation known as *West v. Timberlake*, under a settlement agreement entered into on April 16, 2009.

Attached is the 11th report provided to plaintiffs, which was transmitted on October 28, 2010. Please contact me at 266-9622 with any questions.

Sincerely,

A handwritten signature in cursive script that reads "Diane M. Welsh".

Diane M. Welsh
Chief Legal Counsel



OFFICE OF LEGAL COUNSEL

Jim Doyle
Governor

Karen E. Timberlake
Secretary

State of Wisconsin
Department of Health Services

1 WEST WILSON STREET
P.O. BOX 7850
MADISON, WI 53707-7850

TELEPHONE: 608-266-8428
FAX: 608-267-1434
dhs.wisconsin.gov

October 28, 2010

Ms. Anne L. DeLeo
Nelson, Irvings & Waeffler, S.C.
2675 N. Mayfair Road, Suite 420
Wauwatosa, WI 53226-0140

Re: *West et al. v. Timberlake, et al.*
Case No. 08-CV-670 (E.D. Wisc.)

Dear Attorney DeLeo,

Attached please find the State Defendants' monthly report for performance of the Milwaukee Enrollment Services Center for September, 2010, as set forth in Section III.B. of the Settlement Agreement in the above-referenced case.

If you have any questions about the report, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script, reading "Diane M. Welsh".

Diane M. Welsh
Chief Legal Counsel

CC: Karen Timberlake, Secretary
Kenneth Munson, Deputy Secretary
Jason Helgeson, Division Administrator
James Jones, Deputy Division Administrator
Edward Kamin, Milwaukee Enrollment Services
Steven Kilpatrick, Department of Justice

Milwaukee County Enrollment Services Report
September 2010
(as of 9/30/2010)

Report	Criteria	Details	
		Count	Percentage
Programs Open for and Confirmed	BadgerCare Plus Only	15,678	14.15%
	Medicaid EBD Only	12,840	11.59%
	Medicaid Other Only	2,089	1.88%
	BadgerCare Plus and FoodShare	45,662	41.20%
	Medicaid EBD, LTC and FoodShare	9,049	8.17%
	Medicaid Other and FoodShare	4,088	3.69%
	FoodShare	21,417	19.33%
	Total Cases	110,823	
Timeliness	Applications Processed in Month	5,636	
	Applications Processed Timely	4,935	87.56%
	Applications Processed Untimely	701	12.44%
	Reviews Processed in Month	9,147	
	Reviews Processed Timely	8,798	96.18%
	Reviews Processed Untimely	349	3.82%
	SMRFs Processed in Month:	3,773	
	SMRFs Processed Timely	3,302	87.52%
	SMRFs Processed Untimely	471	12.48%
	Received by the 5th day of the Month	1,826	
	Processed Timely	1,699	93.04%
	Processed Untimely	127	6.96%
	Received after 5th day but within the Month	1,947	
	Processed Timely	1,603	82.33%
	Processed Untimely	344	17.67%
Verification-Related	Number of Cases Pending Due to Verification ^a	7,283	
	% of verification documents requested as a result of a reported change that are timely processed	100.00%	
Churning	Number of Cases Closed in Last 60 Days and Reopened This Month	510	9.05%
Change/Call Center	Total Phone Calls Milwaukee Change/Call Center	46,152	
	Percentage Answered ^b	84.66%	
	Average Hold Time	16.48 minutes	

^a This represents the total number of cases in which verification was requested from an individual and are still pending at the end of the month, whether or not the individual has provided the verification. The verification could have been requested for any ongoing case and could be for a review, SMRF, or reported change.

^b Approximately 15% of incoming calls are abandoned. These may be calls where the individual received the information they needed from the messaging or did not want to wait until they could reach a worker. It is not currently possible to identify the reason that a person hung up.